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| **Mobile** | +44 7734 622 278 |
| **Location** | Hounslow, Greater London, UK |

**Mujtaba H. Moosavi MSc**

Aspiring IT Professional

**Profile**

I am an enthusiastic, hard-working, and adaptable team player, with a bachelor’s degree in Business Management and Economics and a master’s degree in Entrepreneurship. I possess practical knowledge innovating scalable businesses and experience in providing entrepreneurial solutions, managing business departments, and crowdfunding. I have skills in business analysis, coding, and communication. I am now building on my experience and I am fully committed to developing a career in programming, data science, and AI. I have achieved an Azure Fundamentals Certification and am training in Python and SQL Server Admin.

**Skills**

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| * Digital marketing and creative design * Entrepreneurial consultation * Data analysis and forecasting | * Python * Microsoft Azure * SQL Server Administration |

**Education**

**MSc Entrepreneurship** *Distinction*

*University of Surrey – Guildford (Sep 2017 – Sep 2018).* Majormodules:

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| * E-Business * New Business Venturing * Innovation Management | * Digital Marketing and Social Media * Entrepreneurship and the Digital Economy * Accounting and Finance for Business |

**BSc Business Management and Economics** *2:1*

*University of Roehampton – Roehampton (Oct 2014 – Jun 2017).* Major modules:

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| * Principles of Economics * Business Data Analysis | * Capital Markets and Investment * Creative Environment |

**A/AS Levels** *Lampton School – Hounslow (Sep 2012 – Jul 2014)*

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| * A Levels: Biology, Mathematics, Chemistry | * AS Level: Physics |

**GCSEs** *Slough Grammar School – Slough (Sep 2007 – Jul 2012)*

9 GCSEs at grades A-C: Maths, Chemistry, English (Literature & Language), Physics, Biology, History, R.E., Art

**Experience**

**Entrepreneurial Venture (part-time) AayahOfficial.com (May 2020 – Jan 2021)**

Devised a business and marketing strategy for new online clothing start up and designed the website.

* Used the Lean Business Canvas to map out a business plan
* Took part in marketing outreach via social media
* Photographed the merchandise for website and social media upload
* Designed an online store using Shopify

**Management Trainee (full-time) Enterprise Rent-A-Car – Hanworth, Heathrow (Jul 2019 – May 2020)**

Responsibilities: Managed and executed all in-branch activities including: system troubleshooting, data analysis, fleet forecasting, pending rental resolutions, security audits, strategy, customer service, marketing, sales, and accounts receivable.

Key Accomplishments: Selected by area manager to assist in managing flagship Heathrow branch after three months at Hanworth branch. Achieved 89% complete satisfactions branch service score. Awarded most committed team captain for ethics auditing.

* Assisted technician team to troubleshoot system errors and bugs
* Problem-solved to chase outstanding corporate account balances and liaise with accounts teams
* Improved the team sales performance by analysing figures, adjusting strategy, and forecasting daily
* Consistently sold the benefits of additional rental protections to customers at a high level
* Maintained direct and back-end customer service and conflict resolution to ensure satisfaction
* Resolved rental issues relating to damages, mischarges, human error, and miscommunication
* Took responsibility of securing high value assets, following best practices

**Time out of work for self-development** **(Nov 2018 – Mar 2019)**

Worked on personal goals and sought new experiences to broaden my perspective.

* Took up a teaching position at local weekend school
* Ran emergency aid fundraising campaign
* Studied Arabic to basic conversational level
* Travelled abroad

**Food Drive Assistant (part-time volunteer) Who Is Hussain? Org. – London (May 2017 – Nov 2018)**

Performed varied roles to manage a weekly homeless food drive campaign. Worked on Food and Drink Distribution, Public Relations, Guest Relations and Crowd Management.

* Coordinated volunteers and homeless crowds to maintain food drive efficiency
* Interacted with homeless and public for volunteer acquisition and information distribution
* Resolved conflicts including calming distressed homeless individuals
* Attended training and debriefings to improve performance and update event knowledge

**Retail Assistant (part-time volunteer) Cancer Research UK – Hounslow (May 2016 – Aug 2016)**

Operated cash machine, addressed customer queries, and general store maintenance.

* Managed till, counted store’s earnings, deposited at bank, retrieved store’s bank float
* Efficiently collected, removed, priced, and merchandised donations
* Encouraged Gift-Aid service sign-ups
* Handled customer complaints and general enquiries

**Data Entry (temporary) Restore Scan Ltd. - Hanworth (Jun 2015)**

Digitised GCSE and A Level exam papers onto a system for the AQA exam board as part of an efficient team.

* In collaboration with data team digitised student exam papers
* Monitored the flow of data scanned by scanning team

**Office Assistant (full-time) QA Ltd. - Slough (Oct 2011)**

Worked in sales department of IT vendor providing web-based and instructor-led training for businesses, including: Microsoft, Oracle, HP, and Cisco.

* Used Microsoft Office including Excel to organise sales data
* Contacted clients and other departments to discuss services and offers

**Qualifications**

* Microsoft Certified: Azure Fundamentals
* Udemy - 2020 Complete Python Bootcamp From Zero to Hero in Python (in progress)
* Microsoft Certified: Azure Data Fundamentals (in progress)

**Languages and Interests**

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| * Urdu * Arabic (Global Graduate Award - Level 2) | * Fundraising – voluntary charity work * Reading, martial arts, painting |